

Tracey Fox



CEDR Accreditation	2003
CEDR Mediation Panel:	2004
Languages:	English
Location:	United Kingdom



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– Client Feedback

Overview

Tracey is a transformative, relatable, and compassionate, conflict engagement specialist, with over 20 years' experience in resolving sensitive, complex, and emotionally charged disputes.

Since she began to practice in 2003, Tracey is now a proficient neutral with an impressive track record of deploying her skill set to successfully engage in a diverse spectrum of cases. These range from employment, workplace and commercial, through to clinical negligence and private health care matters.

In addition to her strong mediation practise Tracey is well a highly respected global conflict management consultant (working with trade unions through to UN agencies), a leadership coach (for clients ranging from the creative industries through to leading global financial markets), and a facilitator leading workshops to develop the conflict resolution experts of the future, including being Lead Faculty for CEDR's flagships Mediator Skills Training course for commercial mediators and Negotiation skills training).

Professional Background

The foundations of Tracey's expertise lie in her training and early career roles in clinical psychology, neurological rehabilitation, organisational behaviour and psychodynamic psychotherapy. This expertise enhances her ability to build trust, navigate through complexity and support parties in a personalised way to resolution. Tracey also has extensive experience in the corporate world having held positions in senior leadership and as a Non-Executive Director, which has helped her develop a strong commercial awareness.

Expertise

- Education
- NHS and Healthcare
- Creatives / the arts
- Employment & Workplace
- Partnership & Shareholder
- Sale of Goods & Services
- Banking and Finance
- Retail and Hospitality
- Clinical Negligence

Workplace and Employment dispute experience

Banking and Finance

- Dispute concerning a severed relationship between senior leaders in a national bank.
- Developing a communication strategy between two senior leaders in a central bank.
- Resetting a broken relationship between economists involving severe psychological trauma.
- Facilitating a highly sensitive and disparaging conversation between Partners.
- Dispute between team members in a private investment company.
- Reverse bullying complaint between senior leaders in a big four accountancy firm.

Education

- Dispute between University Professors (Russell Group) over the spending of a multi-million-pound grant.
- A law student in conflict with their institution due to racially discrimination.

- Facilitation between the Head teacher at a boarding school and their senior leadership team.
- Non-payment of IT equipment due to falsified sign off invoices in an academic institution.

Charities, the Arts and Technology

- Facilitating the exit agreement for a Senior Leader and the Trustees of a charity.
- Creating a space for world class musicians to reconcile their fractured relationship in a psychologically safe way.
- Termination agreement between a Founder and a creative director.
- Dispute between two Global Directors, whose relationship had become inoperative.
- Dispute between a volunteer and the charitable organisation based on perceived indirect racial discrimination.

Membership organisations

- Dispute concerning the breakdown of trust between two senior executives in a small but high-profile organisation incorporated by Royal Charter.
- Facilitating a large team in dispute with their senior leaders.
- Facilitating difficult conversations between senior leaders and members.

Discrimination and harassment across the sectors

- An apology and damages were sought for alleged physical assault by a law enforcement officer.
- Damages were sought for less favourable treatment due to race and gender for a Senior Manager.
- Facilitating the negotiated exit of a Global Head following accusations of unfair treatment in multi-national corporation.
- Breach of confidentiality, data protection and disability discrimination were the issues for this distribution company
- Dispute in a global supplier of food and beverage, following bomb and death threats to a senior leader following non-payment of a financial bonus.

- Working with lawyers in an intergovernmental organisation to resolve a bullying allegation.

NHS and Healthcare dispute experience

- Hospital dispute concerning the death of a relative in hospital whilst awaiting a procedure.
- Complaint about poor fistula surgery leading to long-term physical and psychological needs.
- Complaint about an oversight in urinary surgery resulting in restricted mobility and support needs.
- A commercial claim against a company where workplace stress was alleged to lead to impotence.
- Dispute concerning the omission of a genetic sample prior to the death of a patient.
- Dispute over poor midwifery care and link to a still birth.
- Breast augmentation and tummy tuck disputes.
- Misdiagnosis at a 26-week scan leading to undetected birth defect and trauma to mother.
- Dispute over the safeguarding of a therapeutic patient whilst under the influence of dissociative anaesthetic.

General commercial

- Termination of a retail lease held by two brothers.
- Non-payment of commercial rent due under a contractual lease.
- Various neighbour disputes due to noise, odours, waste disposal, car parking spaces, children's playing arrangements and boundary walls.
- Non-payment of powder coating on galvanised steel to be used for children's playground equipment.
- Boundary wall complaint between the Manor House and small barn conversion.
- Court ordered outstanding invoices.

Positions Held

- Non-executive Director, Lead Faculty, Coach and Assessor at the Centre for Effective Dispute Resolution.
- Panel Mediator for National Health Service Resolution disputes.
- Module Leader and Visiting Lecturer at the University of Westminster.
- Consultant and Coach for The World Health Organisation.
- Business Faculty for The School of Life.
- Panel Mediator for National Health Service Resolution disputes.
- Panel Mediator for the Independent Sector Complaints Adjudication Service (ISCAS).
- Head of the Customer Champions for the Business Banking Resolution Service .

Professional Memberships

- Fellow of the Civil Mediation Council
- The British Association of Counselling and Psychotherapy
- Graduate member of The British Psychological Society
- Member the Association for Coaching
- Member of The European Mentoring and Coaching Council

Certification and Skills

- MSc Psychodynamic Counselling and Psychotherapy (current)
- Graduate Certificate in Psychodynamic Psychotherapy – Birkbeck, London ('22)
- Time to Think (Nancy Klein) Foundation Course – MP Partnership ('21)
- Assessment Specialist - Oxford Cambridge and RSA ('19)
- Leading with Heart Certified Consultant - Heartstyles ('17)
- Professional Certificate in Coaching – Henley Business School, Uni of Reading ('13).
- Thomas Emotional Intelligence Questionnaire – TEIQue ('13).
- The Hogan Development Survey accredited, London ('08).
- The Protean Mediator as Leader - Pepperdine University, Malibu (2006).
- Accredited Mediator – Centre for Effective Dispute Resolution, London ('03).
- British Psychological Society Level A and B qualified ('00).
- MBTI Accredited - The OPP, Oxford ('00).
- The Thomas Kilmann Conflict Mode Instrument.

- Gallup Strengths Finder and Belbin Team Roles.

Client Feedback

"Very calm maintained composure when things got tough, yet maintained control of situation and people."

"Very fair and consistent with her approach, and really tried to find a solution."

"Just wanted to say a 'massive thank you' - firstly for listening and understanding me, and for allowing me the space and time to express how difficult the road has been. You have made me feel positive and strong and that does not happen very often to me, I know you know how good you are - but I had to reiterate the positive effect you have had on me personally..."

Thank you, Tracey. We are very pleased where we ended up, and grateful for your help in getting there...certainly we feel the day was a great success, and we are very happy with the outcome and – so far – its implementation..."

Thank you so much. I really appreciate your help, support and guidance. When I speak with you, I feel inspired and I have a smile on my face as I write this email..."

"Thank you, Tracey, if only more people were like you."

"I am very happy with the outcome of the mediation despite not having got exactly what I wanted initially. I was reminded to be open which stopped me for terminating the session early which if I had done so in my highly emotional state I would be regretting now. I think the mediator was really good at assessing the situation and responding accordingly by tailoring the session to meet a new set of needs."

"Incredible mediator. I was able to reach an agreement I am happy with and now have closure and I give a lot of credit to the way the session was run in allowing this. I would highly recommend mediation as a whole but especially Tracey as a mediator!"

"I just wanted to take the opportunity to really thank you. I've had a day or two to ground myself a little and in hindsight I would have really regretted terminating the meeting if I'd done so when I first suggested. You helped me to reach a settlement which when removing all the emotion from things feels fair. I'm walking away from the situation looking forward now and I am so grateful to you the part you've played in this. Thank you so much"

Publications

- Fox, Tracey and Mackie CBE, Karl ('13) Managing emotional turbulence – the psychology of organizational conflict, in Effective conflict management (ICSA).

- Fox, Tracey and Balassa, Balint, UNHCR, (November '15) Why should I be flexible when you are so difficult? in Mastering negotiation (Bloomsbury).
- The Association of Coaching - LinkedIn Live - Where mediation and coaching co-exist; <https://www.linkedin.com/events/7137029104142352384/about/>